
What Can the Lessons Learned Program Do for You?

- **Save You Time:** Provide a central location for efficient searches of valuable lessons learned information.
- **Help You Reduce or Avoid Costs:** Provide information on success stories that you may be able to implement or mistakes that you may be able to avoid.
- **Expand Your Information Network:** Provide information-sharing opportunities by connecting you with other sites, “experts,” or people doing similar work.
- **Steer You to Lessons Learned Resources:** Provide information on publications, conferences, workshops, and other learning resources.

Background

The Lessons Learned Program was developed to facilitate continuous and systematic information sharing and learning across the Department of Energy (DOE) complex. Every day personnel discover better ways of doing business. Their discoveries may be as simple as a new accounting technique or as complex as the application of a new technology to a tough environmental remediation problem.

Each DOE employee, contractor, and subcontractor is a valuable source of knowledge, information, and learning that can be tapped to provide enormous benefits — cost savings, improved safety, greater productivity, and better results. These benefits can be multiplied across the complex if information is effectively shared and employees are committed to using the lessons learned information.

Many lessons learned initiatives, including programs,

systems, publications, conferences, and meetings, already exist across the DOE complex. One of the primary goals of the Lessons Learned Program is, therefore, to link these initiatives to make accessing and sharing information across sites and programs easy.

What is the Lessons Learned Program?

The Lessons Learned Program is more than a single system or process. It is a multifaceted initiative that uses information technologies to:

- Link site lessons learned programs;
- Rapidly transfer time-critical lessons learned information to key points of contact;
- Report upcoming events such as conferences and workshops; and,
- Provide access to pertinent information available outside of the Department.

The Lessons Learned Program also uses a range of non-electronic vehicles to promote and facilitate learning and information exchange. Non-electronic methods include written material such as reports, bulletins, and newsletters; interpersonal exchange mechanisms such as meetings and workshops; and, “experts” directories to facilitate direct contact with individuals who have special knowledge or skills. In essence, the Lessons Learned Program is a linking mechanism that connects existing lessons learned initiatives; a series of tools that facilitate learning and information transfer; and, a broad network of individuals that contribute to the sharing process.

Information-Sharing Tools

Available lessons learned “tools,” described below, include both non-electronic and electronic options ranging from guidance documents to Internet-based search and retrieval mechanisms.

The DOE Corporate Lessons Learned Program (DOE-STD-7501-99): Outlines processes for classifying, documenting, and disseminating lessons learned; tracking corrective actions; and incorporating lessons learned into planning processes.

Lessons Learned Fact Sheets: Summarize key facts about the DOE Lessons Learned Program, the Society for Effective Lessons Learned Sharing, and programmatic tools and resources, and also provide key contact information for specific topics.

Lessons Learned List Server: An automated e-mail system that allows subscribers to send rapid e-mail notices and alerts to other subscribers across the Internet.

Electronic Mail: Online mail system that allows users to send and receive electronic messages with the option of attaching text and graphics files.

World Wide Web: Provides Internet access to the Lessons Learned Home Page, <http://tis.eh.doe.gov/ll/index.html>

DOE Lessons Learned Database: Archives lessons in a searchable database, available on the Lessons Learned Web Site.

Society for Effective Lessons Learned Sharing

The Society for Effective Lessons Learned Sharing (SELLS) is a volunteer organization comprised of members from various Department of Energy (DOE) Programs, Operations Offices, sites, and contractors. SELLS shares the common goal of improving information exchange across the DOE complex and with other public and private organizations. The Society's primary goals are to:

- Foster a culture within DOE that recognizes the value of lessons learned and makes information sharing an integral part of the Department's day to day activities.
- Promote awareness throughout DOE that resources of the Society are available to support lessons learned programs at local facilities.
- Develop and maintain guidance on developing and implementing lessons learned programs.
- Build information-sharing networks with intra-agency, inter-agency, and private sector organizations identifying areas of expertise and continuously expanding lessons learned sources and contacts.
- Identify performance metrics and methods for measuring the effectiveness of lessons learned programs.
- Maintain and continuously improve lessons learned information sharing tools.

The Society seeks representation from all Department of Energy programs and encourages participation of individuals committed to building stronger communication ties across the complex.

For More Information . . .

DOE Lessons Learned Web Site: Access through the Internet at <http://tis.eh.doe.gov/ll> or contact: John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664.

Environmental Restoration Lessons Learned Web Site: Access through the Internet at <http://www.em.doe.gov/lessons> or contact Mary McCune (EM-43) at e-mail address mary.mccune@em.doe.gov or phone (301) 903-8152.

Lessons Learned List Server: Contact John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664.

Society for Effective Lessons Learned Sharing: Contact Co-Chair Bruce Breslau (EH-21) at e-mail address bruce.breslau@eh.doe.gov or phone (301) 903-7343 or
Co-Chair John Bickford (Fluor Hanford, Inc.) at e-mail address John_C_Bickford@rl.gov or phone (509) 373-7664 or visit the SELLS pages at the DOE Lessons Learned site (above).



September 2001

U.S. Department of Energy Lessons Learned Program



Helping You Achieve the Benefits of Information Sharing . . .

- ★ Improved Safety
- ★ Enhanced Cost Effectiveness
- ★ Greater Efficiency
- ★ Better Operational Results
- ★ Fewer Repeat Mistakes